GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:1352
ANSWERED ON:23.11.2016
Mechanism for Delivery of Quality Service
Premachandran Shri N.K.

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the Government proposes to introduce any mechanism for delivery of quality public services to the citizens in a hassle free manner;

(b) if so, the action taken thereon;

(c) the details of the existing mechanism to deliver quality public services to the citizens;

(d) the State-wise details of the complaints received in the public grievances redressal mechanism cell during the last two years and those disposed of;

(e) whether the Government has initiated action against the authorities concerned on the basis of the complaints received in the public grievances redressal cell; and

(f) if so, the details thereof, State-wise?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office. (DR. JITENDRA SINGH)
(a) & (b) : The Government is committed to ensuring delivery of quality public services to the citizens in a hassle free manner. For this purpose, a Scheme known as Delivery of Services and Grievances Redressal Scheme - 2016 has been prepared.

(c) : The existing mechanism to deliver quality public services to the citizens include:-

(i) Citizens' Charter - Each Ministry/Department has to have their Citizens' Charter which is also uploaded on their websites. Guidelines have been issued to all the Ministries/Departments to ensure that Citizens' Charter of the Ministries/Departments and their subordinate organizations are duly updated and uploaded on the respective websites.

(ii) Centralized Public Grievance Redress and Monitoring System (CPGRAMS) − This is an online system on which a grievance relating to deficiency in public service delivery can be lodged from anywhere anytime and the petitioner can track the status online. CPGRAMS interlinks all the Central Ministries/Departments. CPGRAMS has also been extended to all the States and Codes for using it has been provided to all the State Governments.

(d): The State-wise details of the complaints received and disposed on CPGRAMS during
the last two years is Annexed.

(e) & (f): Grievances related to State Governments are forwarded to the concerned States for appropriate action. In view of federal principle of governance, further monitoring for these grievances is to be done by concerned States.

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